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## BIB DATA SHEET

CONFIRMATION NO. 5961

| SERIAL NUMBER  | FILING or 371(c)<br>DATE  | CLASS  | GROUP ART UNIT                    | ATTORNEY DOCKET<br>NO.  |                               |                                    |
|--|---|--|-----------------------------------|---|-------------------------------|------------------------------------|
| 10/679,214   | 10/03/2003  | 379  | 2614                              | 130332.00043  |                               |                                    |
| <b>RULE</b>  |   |  |                                   |   |                               |                                    |
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| <b>** CONTINUING DATA *****</b><br><b>** FOREIGN APPLICATIONS *****</b><br><b>** IF REQUIRED, FOREIGN FILING LICENSE GRANTED **</b><br>12/30/2003  |   |  |                                   |   |                               |                                    |
| Foreign Priority claimed <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br>35 USC 119(a-d) conditions met <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br>Verified and /HARRY S HONG/<br>Acknowledged Examiner's Signature |   | <input type="checkbox"/> Met after Allowance<br>Initials | <b>STATE OR<br/>COUNTRY</b><br>TX | <b>SHEETS<br/>DRAWINGS</b><br>5   | <b>TOTAL<br/>CLAIMS</b><br>20 | <b>INDEPENDENT<br/>CLAIMS</b><br>3 |
| <b>ADDRESS</b><br>AT&T Legal Department - JW<br>Attn: Patent Docketing<br>Room 2A-207<br>One AT&T Way<br>Bedminster, NJ 07921<br>UNITED STATES   |   |  |                                   |   |                               |                                    |
| <b>TITLE</b><br>System, method & software for a user responsive call center customer service delivery solution   |   |  |                                   |   |                               |                                    |
| <b>FILING FEE<br/>RECEIVED</b><br>770  | FEES: Authority has been given in Paper<br>No. _____ to charge/credit DEPOSIT ACCOUNT<br>No. _____ for following: |  |                                   | <input type="checkbox"/> All Fees<br><input type="checkbox"/> 1.16 Fees (Filing)<br><input type="checkbox"/> 1.17 Fees (Processing Ext. of time)<br><input type="checkbox"/> 1.18 Fees (Issue)<br><input type="checkbox"/> Other _____<br><input type="checkbox"/> Credit |                               |                                    |